



osama.hassan.hhs@gmail.com



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SKILLS

Adaptability and Flexibility
to new innovation

Critical Thinking and
Problem Solving

Efficient Communicator

Enthusiastic Learner and
Dedication to Work

Team Player

Efficient Researching

Ability to work under
pressure

Observant

LANGUAGE

English



Urdu



Osama Yusuf Hassan

An aspiring, dynamic and goal-oriented individual who seeks to excel in his skills for value addition to any prospective employer along with professional career growth

EDUCATION

Bachelors of Electrical Engineering (Power)

NEDUET

2015 - 2019

1st Division

Higher Secondary Certificate/ High School Diploma (BIEK)

Adamjee Government Science College

2012 - 2014

A-1

Secondary School Certificate (BSEK)

Happy Home High School

2010 - 2012

A-1

WORK EXPERIENCE

Customer Support Specialist (Hybrid)

IBEX Global (Walmart)

11/2020 - Present

Achievements/Tasks

- Provided customers with prompt and appropriate resolution by means of problem solving as per Walmart's policies and efficiently communication with the customers, marketplace 3rd party sellers, store teams, grocery department and customer resolution team via email, chats and calls.

Course Developer

The Disrupt Labs (School of Artificial Intelligence and Robotics)

03/2020 - 04/2020

Tasks

- Preparing basic level courses such as Basic Programming I (Python), Basic Robotics I for beginners

EXTRA CURRICULAR ACTIVITIES

Secured 3rd Position in NED RUN event organized by ASHRAE

Participated in NED Sports Fiesta organized by ASME

Part of the Organizing Committee for Electrical Welcome Party 2016